

City of Richmond
Request for Expressions of Interest
Contract 3149-EOI

Emergency Notification System (ENS)

The City of Richmond invites expressions of interest from firms for the supply and installation of an Emergency Notification System. The scope of work is included at the end of this document. The object of this Request for Expressions of Interest (RFEOI) is to pre-qualify respondents, providing the City with a short list of qualified proponents who will be invited to respond to a request for proposal.

Respondents having sound experience with the design and implementation of Emergency Notification Systems (ENS) are invited to respond to this request by completing the attached pages of the Pre-qualification Form and including information that demonstrates their experience with and qualifications related to the development and implementation of an ENS.

Three (3) copies of submissions sealed and marked “*Contract 3149EOI - Request for Expressions of Interest: Emergency Notification System*” and addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until 4:00 pm, Local Time, Friday, February 29th, 2008. Submissions received after this time will be returned to the sender.

Submissions will be evaluated at the discretion of the City based upon the information contained in the submissions.

Questions related to the scope of work can be sent to Deanna Gilmore, Emergency Social Services Coordinator at 604-244-1205 or by email to dgilmore@richmond.ca.

Questions related to the contract or the pre-qualification process can be directed to Kerry Gillis, Buyer II, Contracting Specialist. Purchasing Section at 604-276-4135 or by email to kgillis@richmond.ca.

Any questions and responses relating to this RFEOI will be posted on both BC Bid and the City’s website. It is the responsibility of each potential bidder to check these sites on a regular basis for amendments, addenda or questions relating to this request.

The City, its agents and employees shall not be responsible for any oral representations, statements, assurances, commitments or agreements which proponents receive or believe they may have received from the City. Respondents rely on such representations, statements, assurances, commitments and agreements at their sole risk without recourse against the City, its agents or employees.

Any submission will not necessarily be accepted.

Contract 3149EOI – Pre-qualification Form

Business Name: _____

Business Address:

Department: _____

Street: _____

City: _____ Province: _____

Postal Code _____ Country: _____

Phone: (____) _____ Fax: (____) _____

Email: _____ Website: _____

Contact Name: _____

Do you have discount payment terms (i.e. 2% n/10): Yes No

If yes, indicate: _____

GST Registration No.: _____

Type of Organization (check one only):

Corporation Proprietorship Partnership Non Profit Other: _____

How long in business? _____ years **Dunn & Bradstreet No.:** _____

Names and Titles of Officers, Partners and Principal(s): _____

Financial Information:

Bank Name: _____

Street: _____

City: _____ Province: _____

Postal Code _____ Country: _____

Phone: (_____) _____ Fax: (_____) _____

Email: _____ Contact Name: _____

Bonding Company:

Name: _____

Street: _____

City: _____ Province: _____

Postal Code _____ Country: _____

Phone: (_____) _____ Fax: (_____) _____

Email: _____ Contact Name: _____

Do you accept any of the following (check all that apply)?

Purchase Orders Local PO's MasterCard Other (please specify) _____

Do you have other mailing addresses that we need to be aware of? Yes No

Street: _____

City: _____ Province: _____

Postal Code _____ Country: _____

Principal Projects Completed in the past two years

Project Title and Location: _____

Description: _____ Project Value: \$ _____

Owner: _____ Date Completed: _____

Refer to: _____ Phone: _____

Consultant: (if applicable) _____

Refer to: _____ Phone: _____ Fax: _____

Project Title and Location: _____

Description: _____ Project Value: \$ _____

Owner: _____ Date Completed: _____

Refer to: _____ Phone: _____

Consultant: (if applicable) _____

Refer to: _____ Phone: _____ Fax: _____

Project Title and Location: _____

Description: _____ Project Value: \$ _____

Owner: _____ Date Completed: _____

Refer to: _____ Phone: _____

Consultant: (if applicable) _____

Refer to: _____ Phone: _____ Fax: _____

Major projects underway as of the date of this submission

Project Title and Location: _____

Description: _____ Project Value: \$ _____

Scheduled Completion Date _____ Per Cent Completed: _____%

Owner: _____ Date Completed: _____

Refer to: _____ Phone: _____

Consultant: (if applicable) _____

Refer to: _____ Phone: _____ Fax: _____

Project Title and Location: _____

Scheduled Completion Date _____ Per Cent Completed: _____%

Description: _____ Project Value: \$ _____

Owner: _____ Date Completed: _____

Refer to: _____ Phone: _____

Consultant: (if applicable) _____

Refer to: _____ Phone: _____ Fax: _____

Project Title and Location: _____

Scheduled Completion Date _____ Per Cent Completed: _____%

Description: _____ Project Value: \$ _____

Owner: _____ Date Completed: _____

Refer to: _____ Phone: _____

Consultant: (if applicable) _____

Refer to: _____ Phone: _____ Fax: _____

Signature of Signing Officer: _____

Title: _____ Print Name: _____

Date: _____

Please describe the Emergency Notification System(s), solutions or methodologies provided by your firm (include additional information as necessary)

Project Description

The City recognizes that the public has high expectations of government, at all levels, to respond quickly to emergencies and to rapidly provide information regarding emergencies to the public and emergency responders.

As a result, in 2008, the City plans to implement an ENS that will be used to notify members of the public, City staff and other individuals in the event of an emergency or other situation requiring rapid dissemination of information.

Various stakeholder groups involved in emergency management and response within the City, including the City's Public Works, Corporate Communications and Emergency Management Office, the RCMP, the Richmond Fire Rescue, British Columbia Ambulance Service and Richmond Health Services have identified the uses and needs for a ENS.

The primary applications for an ENS are:

- **Public Notification** – enabling the rapid dissemination of information to the public, City staff and others regarding emergency evacuations, flooding, boil water advisories, toxic gas release, road closures, etc.;
- **Blockwatch** – notifying residents and businesses of crime patterns and other issues as they relate to specified areas within the City; and
- **Internal Notification** – supporting staff call-out procedures and enabling the mobilization of emergency response personnel, Emergency Operations Centre staff and emergency volunteers.

The ENS will be central to the City's plans to notify and alert the public in the event of a localized emergency or disaster within the City. However, the ENS will be augmented by other methods used by other levels of government (e.g. broadcast media) to alert the public in certain types of emergency scenarios.

The City also plans to have the ENS support In-bound calling for the purpose of receiving messages, confirming receipt of notifications and providing a "bulletin board" information service.

General Scope of Work Required:

The City of Richmond will issue a Request for Proposal (RFP) to a shortlist of pre-qualified firms. This RFP will request firm price proposals for the following, which includes, but is not limited to:

- supply of On-site ENS hardware and software;
- configuration, installation and testing of the ENS, including any required data conversions or geo-coding of telephone number databases;
- provision of an initial and extended warranty for ENS hardware and software; and
- provision of ENS training, technical support services and ENS documentation.

All ENS Proposed must interface with the following:

- supply of telephone circuits (PRI) for connection to PSTN;
- supply of internet access facilities;

- supply of a GIS database;
- supply of servers or network equipment to host the applications
- supply of Microsoft software to host the applications or databases
- supply of a telephone number database, if required; or
- provision of 911 database access services¹.

System Requirements

Detailed functional requirements will be included with the RFP. Proponents will be requested to provide a point-by-point response to all items as instructed in the RFP, including detailed information on how the proposed ENS meets these requirements. A summary of the key system requirements is provided below.

- Notification via telephone, TDD, email, fax, pager and cellular SMS.
- Geographic targeting of public notifications, integrated with the City's GIS database.
- List and Group-based notifications.
- Predefined or on the fly notification scenarios and messages.
- The system shall enable Users to activate a notification from any location using a Web browser via the internet or the City's intranet or using a touch-tone telephone or cell-phone.
- In-bound calling for message retrieval, receipt confirmation and a "bulletin board" information service.
- XML-based external system interfaces.
- Redundant hardware platform or data backup services.²
- Require IVR component.
- Supports a calling capacity of 6000 outbound 30 second calls per hour

¹ The Canadian Radio and Telecommunications Commission which regulates public telecommunications carriers in Canada is currently undertaking a proceeding to establish a tariff for 911 database access services for emergency notification. At the time the tariff is established, the City will implement an interface to the local 911 database, however the implementation of this is not included in the current RFP scope.

² The City will not purchase data backup or hosted notification services if they require notification databases to reside in the United States due to privacy concerns associated with the USA Patriot Act.



City of Richmond

6911 No.3 Road, Richmond, BC V6Y 2C1
Telephone (604) 276-4000
www.city.richmond.bc.ca

February 18, 2008
File: 02-0775-50-3149/Vol 01

Business & Financial Services Department
Finance Division
Telephone: 604-276-4218
Fax: 604-276-4162

Via Electronic Mail and On-Line Posting

Attention: All Respondents

Dear Madam/Sir:

**Re: Request for Expressions of Interest 3149EOI – Emergency Notification System
– Addendum 1**

We have received questions related to this Request for Expressions of Interest (RFEOI). This addendum lists the questions we have received, together with our answers. Please review and consider the following information in preparation of your submissions:

Q1 – You (the City) ask for an ENS to be supplied On-site. We supply a service that would be hosted in other Canadian cities, but we do not supply anything that is located on City of Richmond premises. Would this be a factor for disqualification from the short list?

A1 – Inability to provide on-site ENS hardware and software does not preclude a company from being short listed, however it is less desirable.

Q2 – Please define the desirable features of the in-bound calling service listed in the RFEOI.

A2 – For in-bound services it would be desirable for the system to have features such as: ability to allow for message receipt confirmation; option for message playback in alternate languages; call transfer to a live operator; storage of pre-recorded messages; allow callers to receive updated information via a recorded message (some messages to be password protected).

Q3 – What are your needs with regard to how you want to communicate in an emergency and the area which you need covered?

A3 – Page eight of the EOI outlines the system requirements (i.e. how we want to communicate in an emergency) "Notification via telephone, TDD, email, fax, pager and cellular SMS. The maximum area we need covered is 50.067 square miles/129.666 square km. Richmond has a population of over 185,400 people.

Yours truly,



Kerry Lynne Gillis
Buyer II - Contracting Specialist

KG:kg

pc: Deborah Procter, Manager, Emergency Programs
Deanna Gilmore, Emergency Social Services Volunteer
Management Coordinator



City of Richmond

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February 22, 2008
File: 02-0775-50-3149/Vol 01

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Via Electronic Mail and On-Line Posting

Attention: All Respondents

Dear Madam/Sir:

**Re: Request for Expressions of Interest 3149EOI – Emergency Notification System
– Addendum 2**

We have received additional questions related to this Request for Expressions of Interest (RFEOI). This addendum lists the questions we have received, since issuing Addendum 1, together with our answers. Please review and consider the following information in preparation of your submissions:

Q1: Is the City supplying the PRIs?

A1: Page 7 of the EOI states that the proposed ENS must interface with the supply of telephone circuits (PRI) for connection to PSTN (City will supply).

Q2: How many PRIs will the City supply and does your requirement for 6000 30 second calls per hour include call set up and ring time?

A2: The City has not yet decided if the resources will amount to 1 PRI or 5 or even if these will be dedicated or existing. We have run various scenarios to determine the number of adequate resources that we would require if we wanted to ensure that 6000 calls per hour could be made whether the call was 45 seconds or 65 seconds long.

The question is can the product you are proposing provide this functionality?

Q3: How many sequential inbound calls do you require?

A3: Please describe the capability of your system to receive inbound calls

Q4: Will a vendor that is not currently capable of notifying TTY/TDD devices be precluded from the RFP?

A4: Such a vendor will not be precluded if they are able to develop a solution to address TTY/TDD requirements.

Q5: Understanding from amendment #1 that a Canadian ASP vendor is less desirable than self hosted

notification technology, will the City allow Geospatial data and confidential Contact data to be replicated to the service provider?

A5: A confidentiality agreement would be required between the City and a vendor before confidential data would be permitted to be replicated to the service provider.

Q6: Is it of value to the City for the service provider, with hosted notification system in facilities in BC and other non-earthquake prone regions of Canada, to replicate the City's data in a secure fashion with the intent of using this data in delivery of the notification service with redundancy?

A6: Yes

Q7: Does the City value this form of off-site storage for use in Disaster Recovery?

A7: This is only an expression of interest for an Emergency Notification System, not for data recovery.

Yours truly,



Kerry Lynne Gillis
Buyer II - Contracting Specialist

KG:kg

pc: Deborah Procter, Manager, Emergency Programs
Deanna Gilmore, Emergency Social Services Volunteer
Management Coordinator



City of Richmond

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February 24, 2008

File: 02-0775-50-3149/Vol 01

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Via Electronic Mail and On-Line Posting

Attention: All Respondents

Dear Madam/Sir:

**Re: Request for Expressions of Interest 3149EOI – Emergency Notification System
– Addendum 3**

We have received an additional question related to this Request for Expressions of Interest (RFEOI). This addendum lists the questions we have received, since issuing Addendum 2, together with our answers. Please review and consider the following information in preparation of your submissions:

Q1: It appears your answer to Q7 (from Addendum 2) is not consistent with the question. The questioner was asking about "Disaster Recovery" in a context which far supersedes "Data Recovery". I believe this to be the case, because "Data Recovery" should never be in doubt with a properly configured notification system.

A1: Yes, your observation is correct, we are referring to disaster recovery.

Yours truly,


Kerry Lynne Gillis
Buyer II - Contracting Specialist

KG:kg

pc: Deborah Procter, Manager, Emergency Programs
Deanna Gilmore, Emergency Social Services Volunteer Management Coordinator